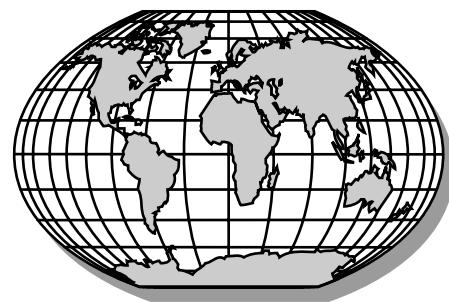


# Worldwide Limited Warranty and Technical Support



***COMPAQ***

# **DESKTOPS AND WORKSTATIONS**

## **WORLDWIDE LIMITED WARRANTY AND TECHNICAL SUPPORT**

### **General Terms**

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, COMPAQ MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPAQ EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

This Limited Warranty applies to the Compaq branded hardware products sold by or leased from Compaq Computer Corporation, its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as "Compaq") with this Limited Warranty. This Limited Warranty is applicable in all countries and may be enforced in any country where Compaq or its authorized service providers offer warranty service subject to the terms and conditions set forth in this Limited Warranty. However, warranty service availability and response times may vary from country to country and may also be subject to registration requirements in the country of purchase.

Compaq warrants that the Compaq hardware product and all the internal components of the product that you have purchased or leased from Compaq are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from Compaq. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your Compaq branded hardware is required within the Limited Warranty Period.

This Limited Warranty extends only to the original purchaser or lessee of this Compaq branded product and is not transferable to anyone who obtains ownership of the Compaq branded product from the original purchaser or lessee.

Compaq products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period of the Compaq hardware product in which they are installed, whichever is longer.

During the Limited Warranty Period, Compaq will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of Compaq. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day Limited Warranty of the spare part. In the unlikely event that your Compaq product has a recurring failure, Compaq, at its discretion, may elect to provide you with a replacement unit of Compaq's choosing that is at least equivalent to your Compaq branded product in hardware performance. Compaq reserves the right to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. COMPAQ IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. COMPAQ IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY COMPAQ WHEN THE PRODUCT IS MANUFACTURED.

Compaq does not warrant that the operation of this product will be uninterrupted or error-free. Compaq is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the Compaq branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by the use of parts not manufactured or sold by Compaq; or (d) by modification or service by anyone other than (i) Compaq, (ii) a Compaq authorized service provider, or (iii) your own installation of end-user replaceable Compaq or Compaq approved parts if available for your product in the servicing country.

These terms and conditions constitute the complete and exclusive warranty agreement between you and Compaq regarding the Compaq branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations—including representations made in Compaq sales literature or advice given to you by Compaq or an agent or employee of Compaq—that may have been made in connection with your purchase or lease of the Compaq branded product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of Compaq.

## **Limitation of Liability**

IF YOUR COMPAQ BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. COMPAQ'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

COMPAQ IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. COMPAQ IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED COMPAQ OR AN AUTHORIZED REPRESENTATIVE OF COMPAQ OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

## **Options and Software**

The Limited Warranty terms and conditions for Compaq options are as indicated in the Limited Warranty applicable to Compaq options. COMPAQ DOES NOT WARRANT SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY COMPAQ. Compaq's only obligations with respect to software distributed by Compaq under the Compaq brand name are set forth in the applicable end-user license or program license

agreement. Non-Compaq hardware and software products are provided "AS IS." However, non-Compaq manufacturers, suppliers, or publishers may provide their own warranties directly to you.

## **Software Technical Support**

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by Compaq on the Compaq branded product or that was included with the Compaq branded product at the time of your purchase or lease of the product. With the exception of Linux operating systems or other Linux software applications sold with Compaq products, technical support for software is available for the first ninety (90) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support. After the first ninety (90) days, technical support for software that was either preinstalled by Compaq on the Compaq branded product or included with the Compaq branded product at the time of your purchase or lease of the product is available for a fee.

Compaq does not provide software technical support for Linux operating systems or other Linux applications. Software technical support for Linux software sold with Compaq branded products is provided by the Linux vendor. Please refer to the Linux operating system or other Linux application support statement included with your Compaq branded hardware product.

## **Warranty Period**

<b>Products</b>	<b>Warranty Service</b>	<b>Response Time*</b>
Compaq D315 Compaq <i>Evo</i> <sup>TM</sup> D500 Series Compaq <i>Deskpro</i> <sup>TM</sup> EN	3 years parts 3 years labor 3 years on-site service	Next business day
Compaq <i>Evo</i> D300 Series Compaq <i>Evo</i> D300v Series	1 year parts 1 year labor 1 year on-site service	Next business day
Compaq <i>Deskpro</i> EX Desktop and Minitower Compaq <i>Deskpro</i> EXS Desktop and Minitower	3 years parts 1 year labor 1 year on-site service	Next business day
Compaq <i>Deskpro</i> Workstation Compaq <i>Evo</i> Workstation	3 years parts 3 years labor 3 years on-site service	Next business day
<i>iPAQ</i> <sup>TM</sup> Internet Device	1 year parts 1 year labor 1 year on-site service	Next business day

\* Compaq will respond on-site, at the customer's location, by the business day following request for warranty service, based on the standard office hours in the country where the call is placed. Next Business Day Warranty Service is based on commercially reasonable best effort. In some countries and under certain supplier constraints, response time may vary. If your location is outside of the customary service zone, response time may be longer or there may be an additional charge. Contact your local Compaq service organization for response time in your area.

## **Types of Warranty Service**

Your Compaq Limited Warranty consists of repair or replacement of defective parts, including hard drives, ECC memory, and some processors with ECC cache memory identified by Compaq Intelligent Manageability software as "prefailure."

### **On-site Warranty Service**

Your Compaq Limited Warranty includes on-site labor (if necessary) to repair your hardware. Compaq provides on-site service during standard office hours. Standard office hours are typically 8:00 AM to 5:00 PM, Monday through Friday, but may vary with local business practices.

### **Compaq Replaceable Parts Program**

Where available, the Compaq Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This will save considerable repair time. After you call the Compaq Technical Support Center at **1.800.652.6672**, a replaceable part can be sent directly to you. Once the part arrives, call the Compaq Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

### **Warranty Transfer to Another Country**

Under the Compaq Global Warranty program, products may be purchased in one country and transferred to another country, where Compaq has a service presence, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country to country. A customer may be required to provide product-specific information, in accordance with the Compaq Global Warranty Notification process, prior to moving the products. The required information ensures that Compaq is prepared to provide the required level of warranty service in the destination country and that the product is designed to work in the destination country. Contact Compaq, your local

Compaq authorized reseller, or refer to the website at [www.compaq.com/support](http://www.compaq.com/support) to begin the Compaq Global Warranty Notification process prior to transferring Compaq products to another country.

## **Service Upgrades**

Compaq offers extra coverage for your product. For information on service upgrades, refer to [www.compaq.com](http://www.compaq.com).

Service upgrades purchased in one country are NOT transferable to another country.

## **Contacting Compaq**

- In the United States, refer to the Compaq website at [www.compaq.com](http://www.compaq.com). In Canada, refer to the Compaq website at [www.compaq.ca](http://www.compaq.ca).
- **1.800.652.6672**  
Toll-free technical support in the United States and Canada,  
7 days a week, 24 hours a day
- Be sure to have the following information available before you call Compaq:
  - Product serial number, model name, and model number
  - Applicable error messages
  - Add-on options
  - Operating system
  - Third-party hardware or software
  - Detailed questions
- **1.800.345.1518 (United States)**  
Toll-free access to *PaqFax™*, which is a system for requesting and receiving technical information and much more through a facsimile machine

- **1.800.567.1616 (Canada)**  
Toll-free access to general product information
- To post questions to Compaq Technical Support professionals or to download software files, refer to:
  - Compaq Support Forum: <http://forum.compaq.com>
  - Email address: [support@compaq.com](mailto:support@compaq.com)
  - Downloadable Compaq software: [www.compaq.com/support](http://www.compaq.com/support)



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Eighth Edition (July 2002)